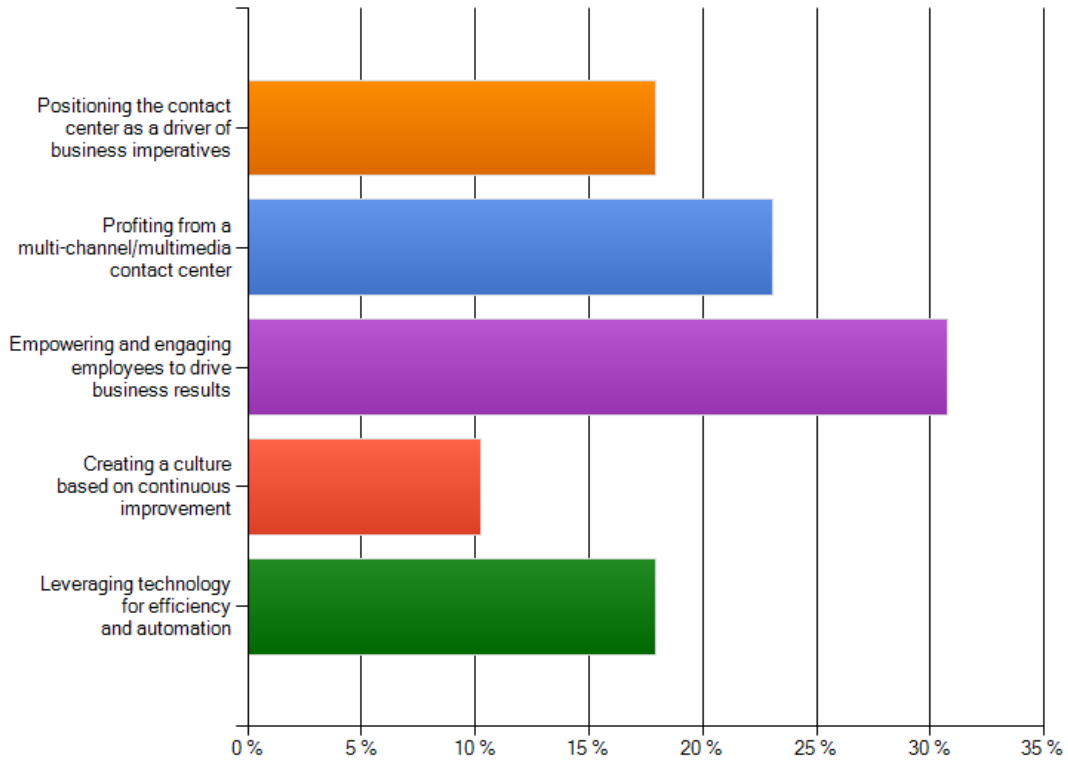


January 23 - 26, 2012 Hilton, Orlando, FL

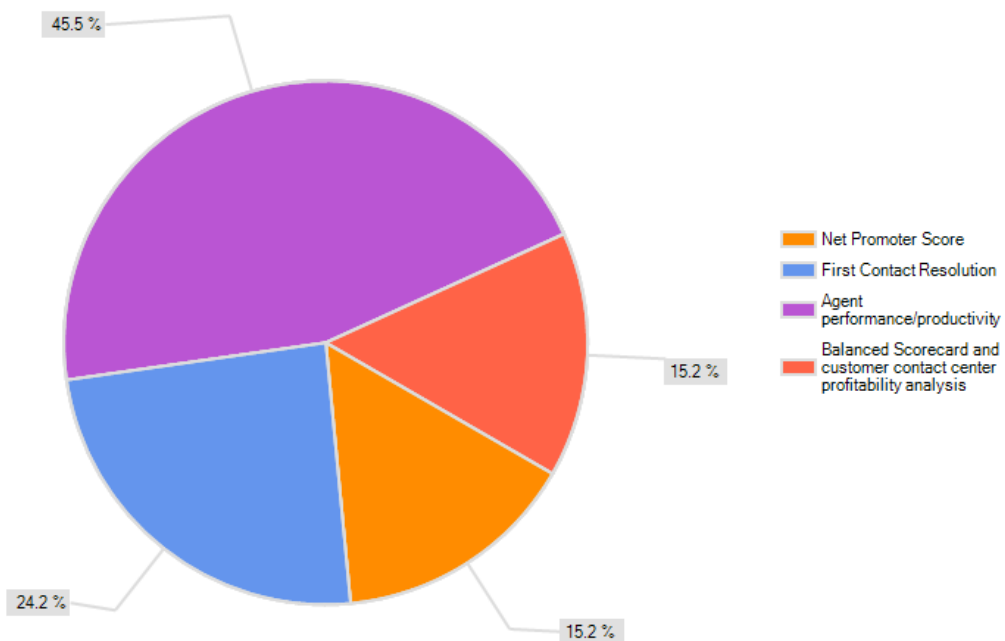
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2012 Call Center Summit – Survey Results

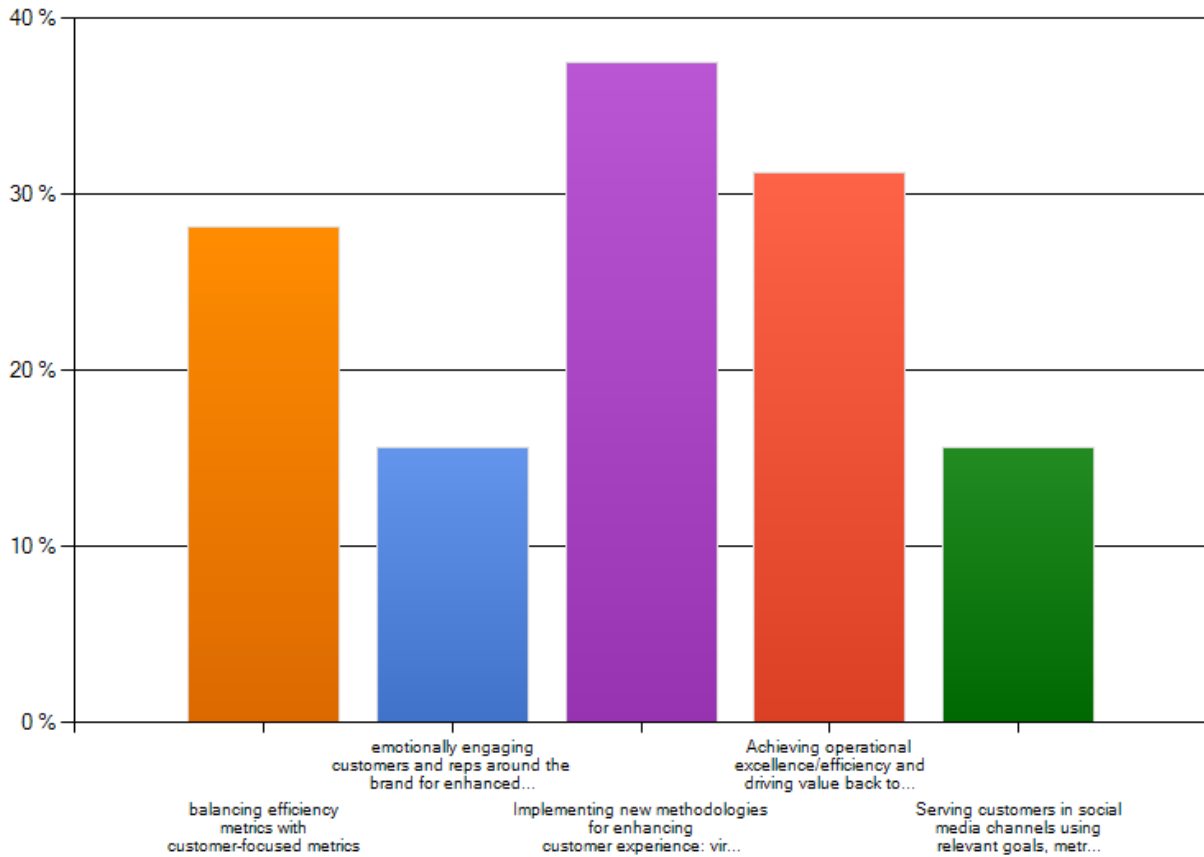
What do you think will be the main concern facing call center executives in 2012?



How do you measure company performance in your call center?



What is your main challenge in engaging with your customers?



Are there any particular issues or topics relating to your call center that you would like to learn about?

"How to merge 200 toll free lines through one central contact center and been able to continue to provide service"

"Social Media and how the Call Center handles these"

"Connecting Social/Community and the Call Center without killing the discussion"

"Good Customer service and employee motivation"

"How best to flex up to deal with spikes in call volumes; how to strategically plan for optimal call center size with a national geography"

"How to keep employees engaged with little to no career development or movement"

"Outbound Calls-measuring success. Finding the right "service to sales" calls to make"

"Yes, outsourcing off business hours workload"

For more information and to register, call 1-800-882-8684, email info@iqpc.com
or visit www.callcenterevent.com